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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

For years we have had difficulty with AT&T in regards to our phone service. When we had issues with our connection, we had a very difficult time getting through to and resolving the issue with customer service. Thusly, we were hesitant to use AT&T for any other service they offered, like DSL, but we didn't realize we had other options. Once we realized we could go with another vendor - a local vendor who actually answers the phone and seems genuinely interested in resolving issues - we eagerly jumped ship from AT&T, and went to a local vendor, LMI, who is across the street from us! This was the best decision, as we now use LMI for our phone and internet, and it works so much better. When we do have issues, LMI is quick to resolve it. Partly informing our decision to go with a competitive non-AT&T vendor like LMI was the news that LMI would be able to "rent" the fiber networks due to come to this neighborhood soon.

Speed provided by fiber networks is essential for our business operations, but having a vendor or vendors to compete with AT&T is imperative. We had such poor customer service with AT&T. Without the competition of other vendors, AT&T has no incentive to provide better or even slightly decent customer service. Competition insures a better product. Please do not eliminate competitors' ability to "rent" fiber networks and phone lines from AT&T. Consumers need this competition to exist to ensure decent service.

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